

Arizona Relay 2007 FCC Complaint Report

6/1/06 to 5/31/07

Service Complaints--CA Hung Up on Caller

*Inquire Date 2/12/2007
Record ID 9620
Call Taken By Supervisor
CA Number 1103
Responded By Supervisor
Response Date 2/12/2007
Resolution 2/12/2007*

Customer stated that the CA disconnected the terminating party.

Supervisor apologized and forwarded the information to the technical department. The technical department discovered that the terminating party disconnected. Customer was notified.

Service Complaints--CA Misdialed Number

*Inquire Date 2/14/2007
Record ID 9653
Call Taken By Supervisor
CA Number 1104
Responded By Supervisor
Response Date 2/14/2007
Resolution 2/14/2007*

Customer stated that CA dialed the wrong number because area code was not given.

Supervisor apologized and stated that the CA would be counseled. Supervisor processed the call for the customer. CA was counseled and customer was satisfied.

Service Complaints--CA Typing Speed

*Inquire Date 3/26/2007
Record ID 9711
Call Taken By Lead CA
CA Number 1340
Responded By Customer
Service
Response Date 3/26/2007
Resolution 3/26/2007*

Customer stated that CA was a slow typist and took too long to process the call.

Customer Service apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 66 WPM with 96% accuracy.

Service Complaints--CA Typing Speed

*Inquire Date 3/26/2007
Record ID 9721
Call Taken By Supervisor
CA Number 1122
Responded By Supervisor
Response Date 3/26/2007
Resolution 3/26/2007*

Customer stated that there was a delay with the CA's typing speed.

Supervisor apologized and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 63 WPM with 95% accuracy.

***Service Complaints--CA
Typing***

Customer stated that CA had several typing errors.

Customer Service apologized to the customer and stated that the CA would be counseled. CA was counseled and customer was satisfied. CA's last typing score was 65 WPM with 98% accuracy.

***Inquire Date 2/2/2007
Record ID 9621
Call Taken By Outreach
Coordinator
CA Number 1194
Responded By Customer
Service
Response Date 2/2/2007
Resolution 2/2/2007***

***Service Complaints--Didn't
Follow Voice Mail/Recording
Procedure***

Customer reported having problems checking their voice mail.

Customer Service suggested updating the customer's profile to include information for checking voice mail. Profile was updated and customer was satisfied.

***Inquire Date 2/7/2007
Record ID 9687
Call Taken By Lead CA
CA Number
Responded By Customer
Service
Response Date 2/7/2007
Resolution 2/7/2007***

***Service Complaints--Didn't
Follow Policy/Procedure***

Customer stated that CA did not follow proper procedures when processing the call.

Lead CA apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Inquire Date 4/2/2007
Record ID 9755
Call Taken By Lead CA
CA Number
Responded By Lead CA
Response Date 4/2/2007
Resolution 4/2/2007***

***Service Complaints--Didn't
Follow Policy/Procedure***

Customer stated that CA did not follow proper procedures during a call.

Supervisor apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Inquire Date 4/13/2007
Record ID 9761
Call Taken By Supervisor
CA Number 1399
Responded By Supervisor
Response Date 4/13/2007
Resolution 4/13/2007***

***Service Complaints--
Fraudulent/Harassment
Call***

***Inquire Date 3/27/2007
Record ID 9724
Call Taken By Lead CA
CA Number
Responded By Customer
Service
Response Date 3/27/2007
Resolution 3/27/2007***

Customer has been receiving fraudulent calls.

Customer Service suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if a court order was obtained then we could release the call records to the Court. Customer understood.

***Service Complaints--
Spanish to Spanish call
Handling Problems***

***Inquire Date 4/20/2007
Record ID 9781
Call Taken By Supervisor
CA Number
Responded By Supervisor
Response Date 4/20/2007
Resolution 4/20/2007***

Customer reported having long delays in trying to reach a Spanish CA after 9pm.

Customer Service apologized and stated that management would analyze if additional staffing was needed to properly handle the calls. Additional staffing is not needed, but better real-time analysis will be enacted. Customer was satisfied.

***Service Complaints--
Miscellaneous***

***Inquire Date 4/4/2007
Record ID 9754
Call Taken By Lead CA
CA Number 1296
Responded By Customer
Service
Response Date 4/4/2007
Resolution 4/4/2007***

Customer stated that CA processed the call poorly.

Customer Service apologized and stated that CA would be counseled. CA was counseled and customer was satisfied.

***Service Complaints--
Miscellaneous***

***Inquire Date 5/23/2007
Record ID 9902
Call Taken By Customer
Service
CA Number
Responded By Customer
Service
Response Date 5/23/2007
Resolution 5/23/2007***

Customer stated that the Supervisor gave poor customer service.

Customer Service apologized and stated that the Supervisor would be counseled. Supervisor was counseled and customer was satisfied.

***Service Complaints--
Ringing/No Answer***

Customer reported long delays before receiving an answer when placing a call through the relay.

***Inquire Date 2/22/2007
Record ID 9670
Call Taken By Customer
Service Mgr
CA Number
Responded By Customer
Service
Response Date 2/22/2007
Resolution 2/22/2007***

Customer Service apologized and explained that the relay had experienced a high volume of call traffic during the time referenced by the customer. Test calls were made to ensure that the customer was able to reach the relay. Test calls were fine. As requested by the customer facts were documented and faxed to the customer. Customer was satisfied. Calls were answered at 97% within 10 seconds on the day.

***Technical Complaints--
Miscellaneous***

Customer reported problems with connecting to voicemail via the relay.

***Inquire Date 2/7/2007
Record ID 9631
Call Taken By Lead CA
CA Number
Responded By Customer
Service
Response Date 2/7/2007
Resolution 2/7/2007***

Customer Service apologized and forwarded the information to the technical department for further review. It was determined that the customer needed a profile set up.

A profile was set up. Customer was informed and was satisfied.

***Technical Complaints--Line
Disconnected***

Customer stated that the call was disconnected during the conversation.

***Inquire Date 3/30/2007
Record ID 9712
Call Taken By Supervisor
CA Number
Responded By Customer
Service
Response Date 3/30/2007
Resolution 3/30/2007***

Customer Service forwarded the information to the technical department. The technical department discovered that the call was processed correctly. Customer Service attempted to contact the customer several times. Customer Service left a message on for the customer on their answering machine.

***Technical Complaints--
Carrier Choice not
Available/Other Equal
Access***

Customer stated difficulties connecting with Frontier as their long distance provider.

***Inquire Date 2/19/2007
Record ID 9669
Call Taken By Customer
Service
CA Number
Responded By Customer
Service
Response Date 2/19/2007
Resolution 2/19/2007***

Customer Service apologized and forwarded the information to the technical department. The technical department discovered that the customer's profile was not set properly. Profile was updated. Customer understood and was satisfied.

***Technical Complaints--
Carrier Choice not
Available/Other Equal
Access***

Customer requested SunRocket as their long distance carrier.

Customer Service explained that SunRocket is not a participating carrier through the relay. Customer Service offered a profile and asked for contact information for SunRocket. Customer refused at this time.

*Inquire Date 5/27/2007
Record ID 9901
Call Taken By Supervisor
CA Number
Responded By Customer
Service
Response Date 5/27/2007
Resolution 6/01/2007*

CapTel Complaints

Service - General

*Inquire Date 3/5/2007
Record ID 30040
Call Taken By KM
CA Number
Responded By KM
Response Date 3/5/2007
Resolution 3/5/2007*

Technical problem identified. Resolution provided by network vendor.

CapTel Complaints

Service - General

*Inquire Date 3/5/2007
Record ID 30090
Call Taken MMo
CA Number
Responded By MMo
Response Date 3/5/2007
Resolution 3/5/2007*

Technical problem identified. Resolution provided by network vendor.

CapTel Complaints

Disconnect/Reconnect during calls

*Inquire Date 5/7/2007
Record ID 36109
Call Taken By RP
CA Number
Responded By RP
Response Date 5/7/2007
Resolution 5/7/2007*

Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent tips to reduce their occurrence.
